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# ICT-tools for migrant and refugee integration: the role of culture

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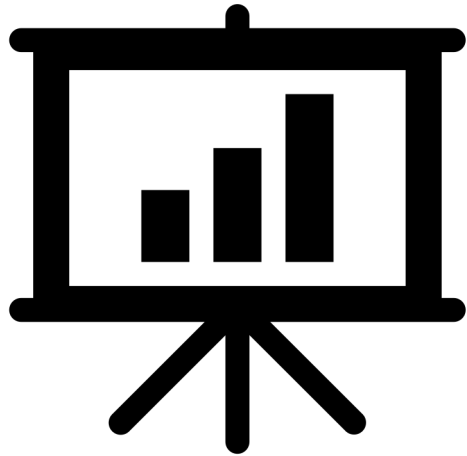
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# Contents of this presentation



1. Context of the study
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REBUILD addresses immigrant integration through the provision of a toolbox of ICT-based solutions that will improve both the management procedures of the local authorities and the life quality of the migrants.

For more information about the project, visit: <https://www.rebuildeurope.eu/en/default.aspx>

# REBUILD

A technological tool to help integration of migrants by improving management procedures and communication among:

- migrants and refugees
- local population
- local authorities
- support services
- NGO's

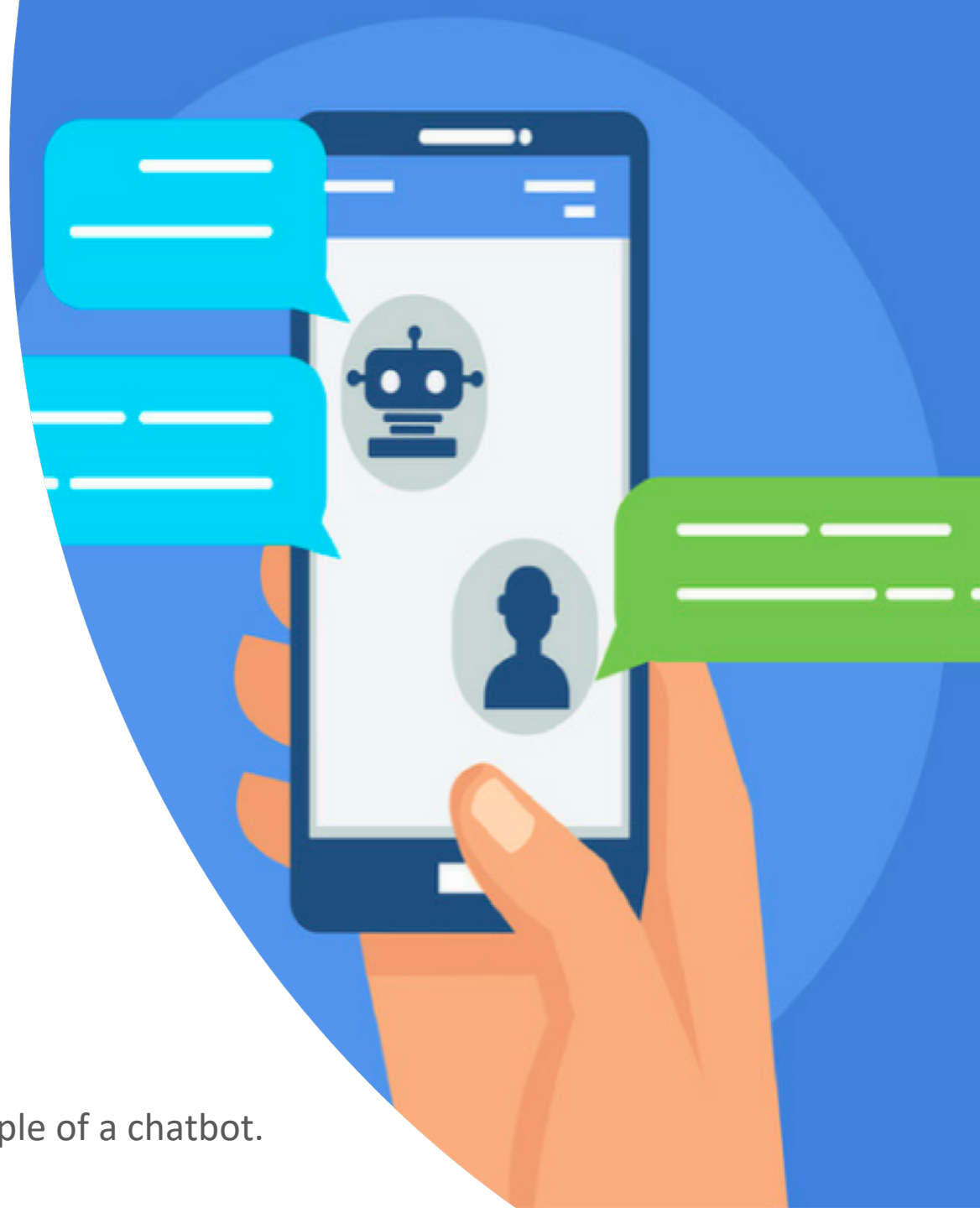


Figure 1. Chatbotslife, 2018. Example of a chatbot.

# REBUILD partners



# Why researching the role of culture?



BOTTOM-UP APPROACH



CO-DESIGN WITH  
POTENTIAL END-USERS



AVOID WESTERN-  
CENTRIC ASSUMPTIONS

# Research questions

- What, if any, is the relationship between migrants and refugee cultures and technology adoption?
- How does culture impact technology interaction and use?
- How much use of on ICT do refugee communities make in their everyday tasks?
- Do refugees perceive ICT as a reliable source of information?

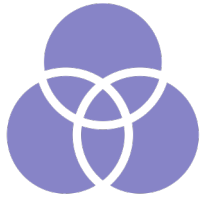
# Definitions: culture

*“This century has seen a drastic expansion of mobility, including tourism, migrant labour, immigration, urban sprawl. More and more people “dwell” with the help of mass transit, automobiles, airplanes. In cities on six continents foreign populations have come to stay –mixing in but often in partial, specific fashions. The “exotic” is uncannily close [...] Difference is encountered in the adjoining neighbourhood, the familiar turns up at the ends of the earth”.*

(Clifford, J. , 1988: 14-15)



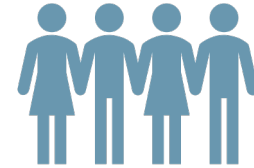
# Culture is:



Dynamic, fluid, multi-layered,  
symbolic, structural, national,  
regional  
(Lee et al, 2007)



A pattern of shared basic  
**assumptions, behaviours, ideas**  
invented, discovered or  
developed by a given **group**  
(Godwyn and Gittel, 2011)



Property of a group (Godwyn  
and Gittel, 2011)

# Methodology

**Focus groups** with 6-8 participants in the three locations (Spain, Greece and Italy)

**Languages:** English, English with the support of interpreters of Dari, Pashto, Kurmanji and Farsi and Italian.

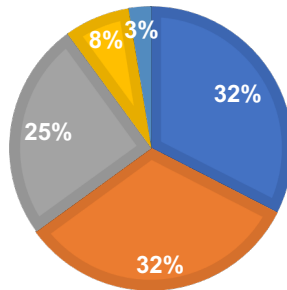
To achieve certain "homogeneity", groups were divided by geographical location:

- Greece: Afghans, Kurdish and Iranians;
- Italy: Africans
- Spain: 1 with Syrians and Iraqis; 1 with Central and East Africans.

# Demographics

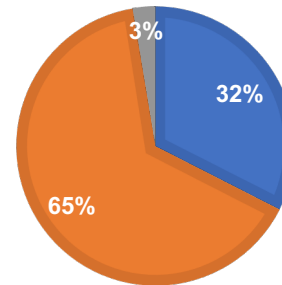
## AGES

■ 18-24 ■ 25-34 ■ 35-44 ■ 45-54 ■ No answer



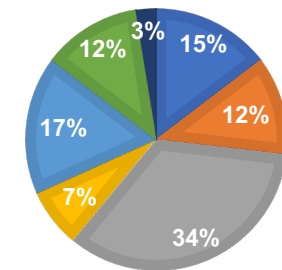
## ORIGIN

■ Africa ■ Asia ■ Latin America



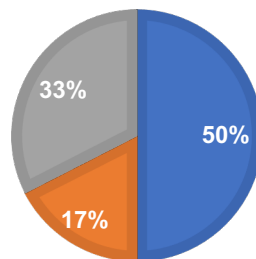
## FORMAL EDUCATION

■ No schooling ■ Primary School  
■ High School ■ Trade/technical training  
■ Bachelor's degree ■ Master's degree  
■ Doctorate degree



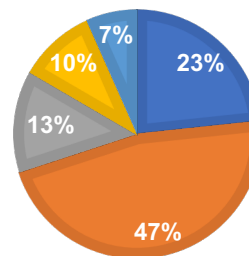
## COUNTRY OF RESIDENCE

■ Greece ■ Spain ■ Italy



## LENGHT OF STAY

■ One year or less ■ 2-3 years  
■ 4-6 years ■ More than 6 years  
■ No answer



# Results

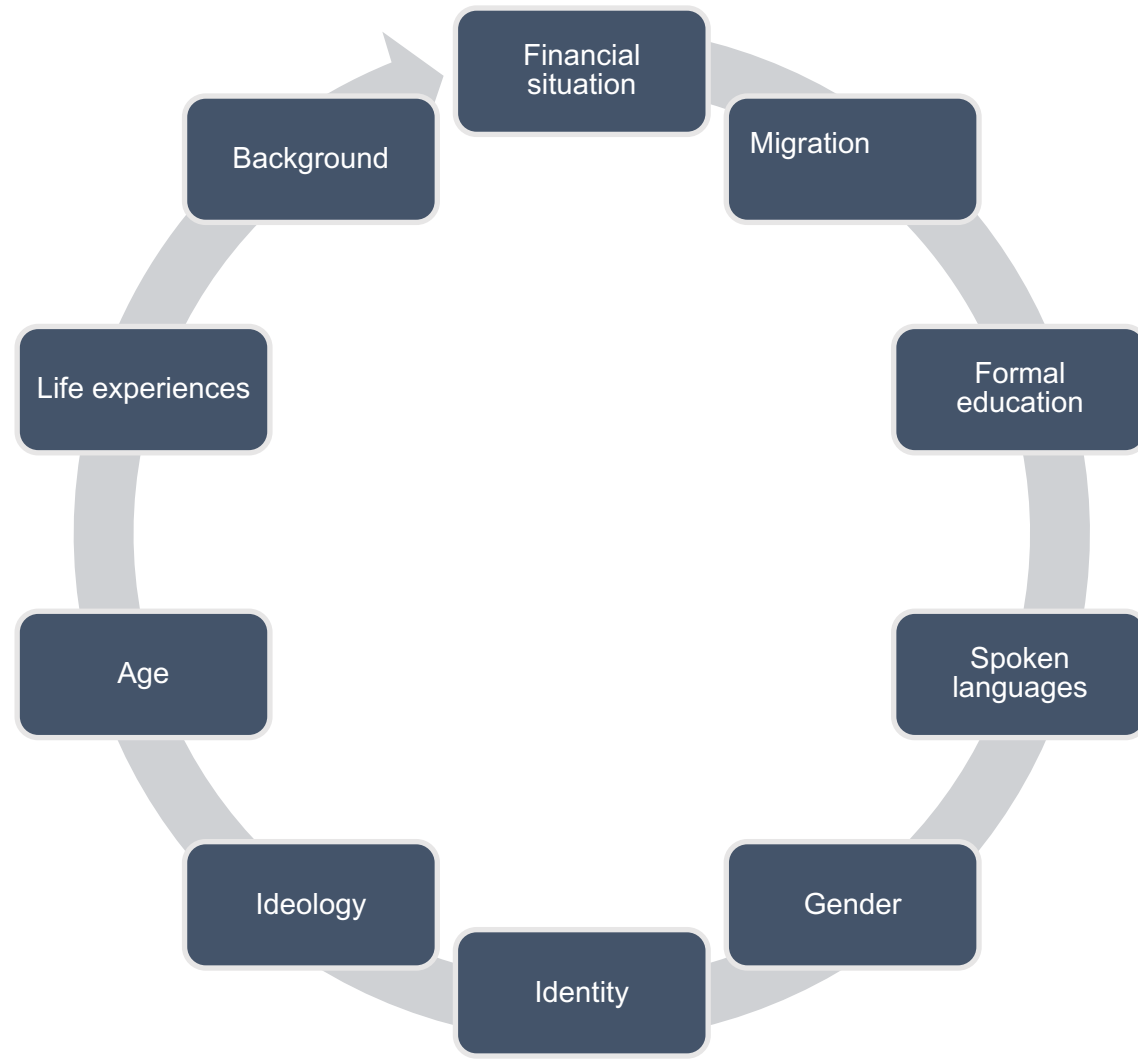
- Potential of technology for integration in the host country
- Many purchased their first phone/smartphone in Europe
- Different levels of reliance on technology
- Language barrier
- Different levels of literacy
- Trust/privacy concerns
- Information peer-to-peer
- Internet as a “way out”
- Discrimination

# Implications of results for technology development

- Potential of the app as a source of reliable information
- No personal data: avoid user identification
- No e-mail for registering
- Video or audio instead of written information
- Visuality
- Potential of technology to provide an unbiased service

## Conclusions

What are the factors that influence technology use and adoption?





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